

CIT Customer Service Report for the Telecommunications Branch



For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM

Snapshot Date: 7/1/2008 7:30:07 AM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	TIS	Web	Other	DCS	TIS	Other	DCS	TIS	Other	To Close
Telecommunications											
10 Digit Dialing	4	0	0	0	0	0	0	2	0	2	10
Circuits	0	0	0	9	0	0	1	0	0	8	0
Conferencing	6	0	0	0	0	0	1	2	0	3	4
Coverage	1	0	0	0	0	0	0	1	0	0	4
DELPRO	8	0	0	194	0	0	139	8	0	55	0
General Info	37	0	0	2	0	0	6	17	0	16	5
New Request/Termination	3	0	0	0	0	0	1	1	0	1	3
On-Call Schedule	1	0	0	0	0	0	1	0	0	0	0
Phones/Accessories	31	0	0	24	0	0	5	15	0	35	4
Repair	16	0	0	0	0	0	12	0	0	4	1
Repairs	56	0	0	487	0	0	25	35	0	483	1
Training	1	0	0	0	0	0	0	0	0	1	5
TSR	62	0	0	542	0	0	165	58	0	381	1
User Change	2	0	0	0	0	0	2	0	0	0	0
Voice Mail	35	0	0	2	0	0	0	29	0	8	7
Grand Total:	263	0	0	1260	0	0	358	168	0	997	1

CIT Customer Service Report for the Telecommunications Branch

For the period: Sunday, June 01, 2008 12:00:00 AM to Monday, June 30, 2008 11:59:59 PM



Snapshot Date: 7/1/2008 7:30:07
AM

Total Tickets Closed:	1165
Total Tickets Assigned/Pending/Checked Out:	358
Total Tickets Created:	1523